

**NOTICE:**  
**POWER MUST BE REMOVED FROM THE CONTROLLER WHENEVER CONNECTIONS OR DISCONNECTIONS ARE BEING MADE. FAILURE TO DO SO COULD RESULT IN IRREPARABLE DAMAGE.**

**NOTICE:**  
**BEFORE PROCEEDING WITH ANY ADDITIONAL TROUBLESHOOTING, ENSURE THAT THE POLARITY OF THE 24 VAC SUPPLY TO THE CONTROLLER IS CORRECT. (SEE FIGURE 1). IF THE POLARITY IS NOT CORRECT, REMOVE THE CONNECTORS AND RECONNECT OBSERVING PROPER POLARITY. RECHECK THE SYSTEM FOR PROPER OPERATION.**

1. Inspect the unit to make sure that there are no foreign objects blocking fan operation. Turn the wheel by hand to verify that it moves freely.
2. Energize the unit at the unit disconnect switch. Adjust the controls to call for the fan motor to run.

### Setting the Fan Airflow in the Manual Mode

1. Attach the leads of a DC voltmeter to the common and PWM terminals on the volume controller card. Read the DC volts.
2. Refer to the Fan Calibration Table inside the line voltage enclosure. Select the voltage that corresponds to the desired airflow (cfm or l/s) set point.
3. Adjust the potentiometer on the volume controller card to the desired voltage.

### Setting the Fan Airflow in the Remote Mode

Instructions should be on the BMS. Adjustment will be at the computer terminal.

### Troubleshooting

1. Confirm the jumper on the volume control card is in the correct position. The jumper should be in the manual position for adjustment of airflow volume at the unit. The jumper should be in the remote position for dynamic volume control via BMS.
2. If the motor does not run, turn off the power to the unit and verify that the power plug and the control plug are firmly and correctly attached to the motor. Then, turn the unit power back on and wait for the motor to start. If it has not started within 20 seconds, turn off power and repeat this step.
3. If the motor still does not start, unplug both wiring harnesses from the motor. **IMPORTANT: Do not jam the voltmeter leads into the connectors. This will swage out the connectors and cause them to not make contact when the unit is plugged back in. Insert the probes into the plugs until they touch the pins. Do not penetrate the pins.**
4. Energize the unit. Check the AC voltage at the power plug. You should have full voltage between the neutral and power lines, or between the two power lines in case of 240 VAC. If this is the case, go to step 5. If there is not a full voltage signal at this point, check the voltage at the incoming power terminal block. If there is

not a full voltage signal at this point, turn off the power to the box and fix the problem with the electrician. If there is a full voltage signal at the incoming terminal block, turn off the power to the box and replace the power cable harness.

5. If there is a full voltage signal, and if the ground wire is properly connected, check the voltage at the volume controller. Be sure that you have 24 - 28.5 VAC at the 24 VAC terminals. If you do not have voltage at this point, check the transformer.
6. If you have the correct input voltage, check between the common and the G terminal. You should have approximately 13.56 VDC. If you do not have the proper voltage, replace the volume controller card.
7. If you have the proper voltage between common and G, check between common and PWM. You should have a modulating voltage between 0 and approximately 13.5 VDC. Turn the potentiometer to check this. If you do not have the proper voltage at this point, change the volume controller card.
8. If all the voltages check out, it is possible that the pins may not be connecting properly and it may be a good idea to recheck them at the plug near the motor. If there is no voltage between the G and common pins, check the fan relay for proper operation. If there is a voltage discrepancy anywhere else, turn the power off to the unit and replace the cable. Plug both cables back into the motor, turn on the power and wait for the motor to start.
9. If all the voltages check out, it is possible that the pins may not be connecting properly and it may be a good idea to replace the power and control cables anyway. Turn the power to the motor back on and wait for the motor to start. Sometimes, the cable connectors may become swaged, and this would affect the motor operation. If this does not cause the motor to run, replace the motor.

The volume control card provides a visual airflow indicator. A green LED located on the controller circuit board flashes in response to the airflow indicator pulses provided by the control board located in the motor. Each pulse is 100 cfm (47.2 l/s). The last pulse is scaled.

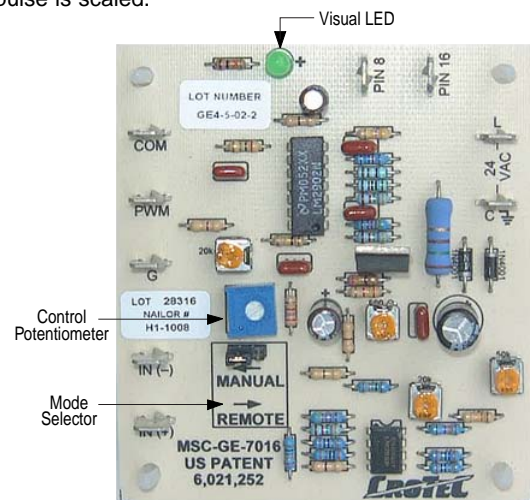


Figure 1. EPIC™ Volume Controller Card.

Contractors check box to confirm steps 1-9 have been addressed. After addressing 1-9 please return to manufacturer for warranty action.

**Inspectors Signature:** \_\_\_\_\_

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***“ Complete Air Control and Distribution Solutions ”***

## **WARRANTY INFORMATION FORM**

PLEASE COMPLETE AND FAX WITH PURCHASE ORDER FOR WARRANTY REPLACEMENTS  
ONE FORM MUST BE COMPLETED FOR EACH INDIVIDUAL COMPONENT. WARRANTY  
ITEMS WILL NOT BE ORDERED UNTIL THIS FORM IS RECEIVED.

### **CUSTOMER INFORMATION:**

COMPANY: \_\_\_\_\_

CONTACT: \_\_\_\_\_

PHONE: \_\_\_\_\_

FAX: \_\_\_\_\_

### **PRODUCT INFORMATION:**

SALES ORDER#: \_\_\_\_\_

MODEL: \_\_\_\_\_

SERIAL #: \_\_\_\_\_

### **DETAILED DESCRIPTION OF PART AND PROBLEM / FAILURE**

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**IF DEFECTIVE PRODUCT IS TO BE RETURNED AN RMA WILL BE FAXED TO YOUR  
ATTENTION WITHIN 24 HOURS OF RECEIPT OF THIS FROM.**